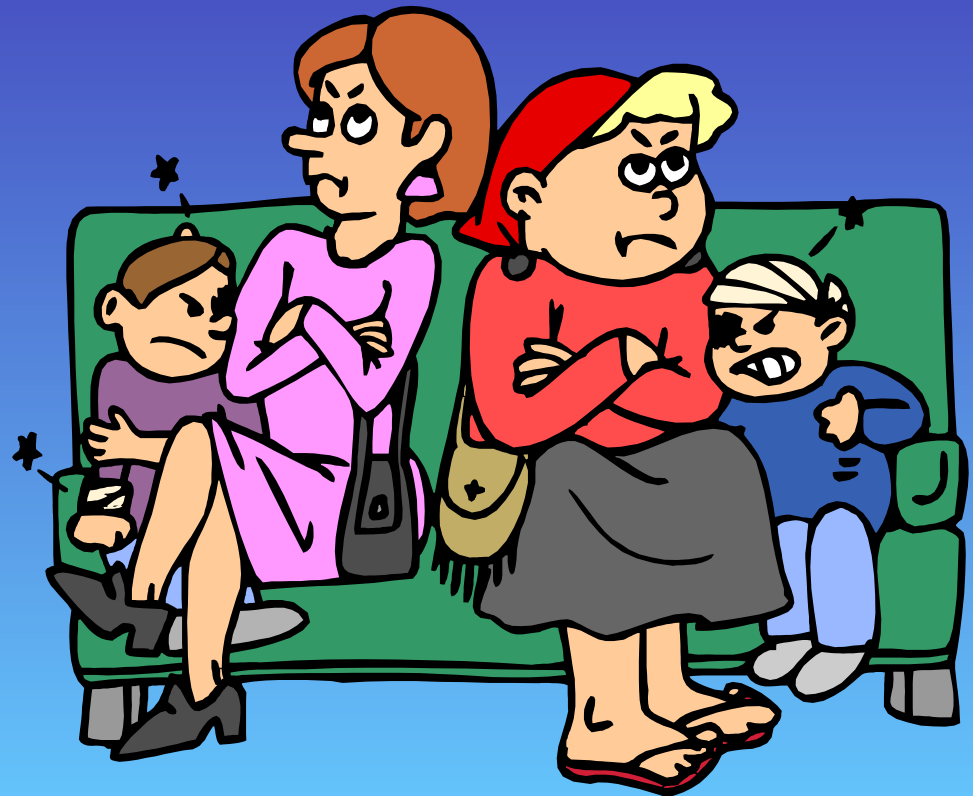
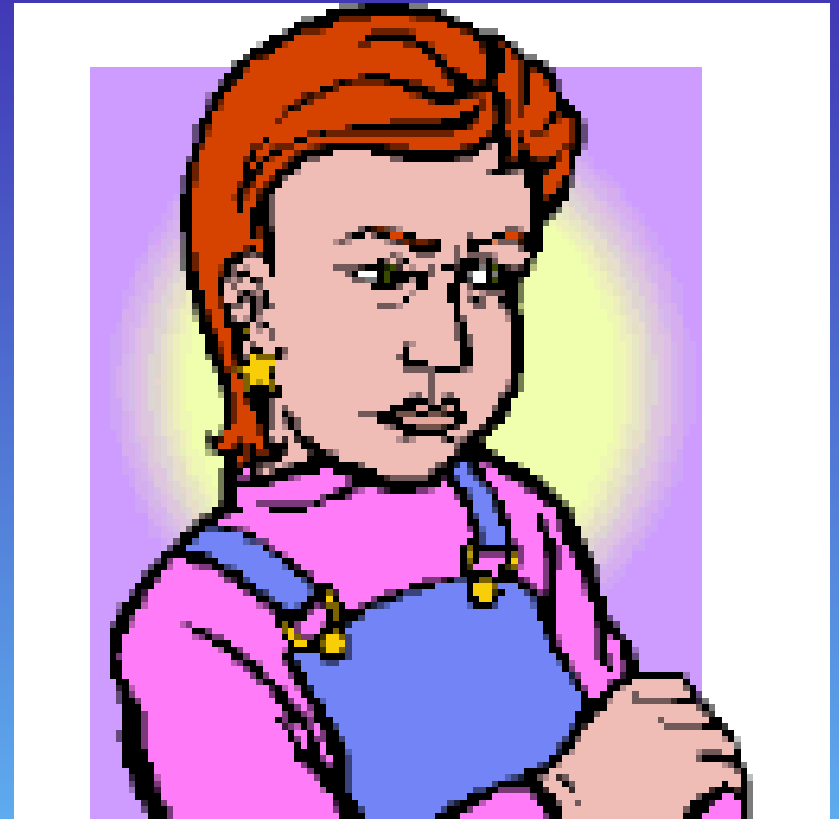


# NONVERBAL COMMUNICATIONS



# Nonverbal Negotiating

- ▲ Negotiation officially defined as a “**Communication** process”
- ▲ 70 - 90 percent of communication neither spoken nor written



# Importance of Nonverbals

- ▲ Obtain information from the other side
- ▲ Prevent inadvertent disclosures of information
- ▲ Validate verbal messages/detect dishonesty
- ▲ Enhance bargaining position

# Nonverbal Negotiating

- ▲ Kinesis
  - body movements
  - gesture/posture
  - facial expression
- ▲ Oculesics (eye movements)
- ▲ Haptics (Touching behavior)
- ▲ Vocalics (Voice sounds)
- ▲ Proxemics (Space and distance)



# Nonverbal Message Types

- ▲ Conscious and deliberate nonverbal
  - sender and receiver are aware of message
- ▲ Subliminal nonverbal
  - sent to subconscious mind
  - receivers not consciously aware
- ▲ Involuntary nonverbal
  - unintentional signals
  - more honest than verbal messages

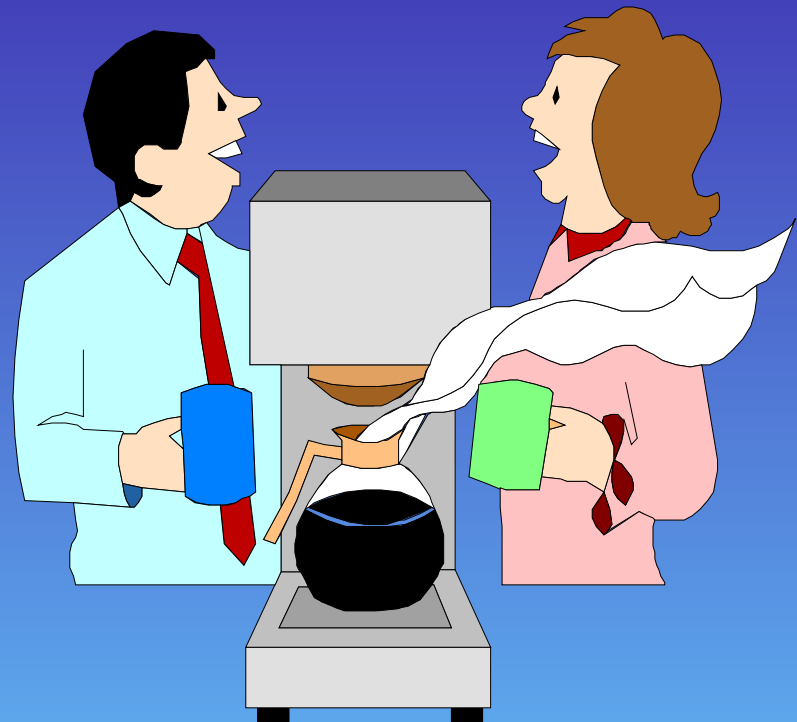
# Body Language

- ▲ Expressions of face, head and body
- ▲ 135 distinct gestures
  - 80 face and head gestures
  - 9 distinct ways of smiling



# BODY LANGUAGE - POSITIVE ATTITUDES

- ▲ Confidence
- ▲ Interest
- ▲ Eagerness



# BODY LANGUAGE - NEGATIVE ATTITUDES

- ▲ Deception
- ▲ Defensiveness
- ▲ Insecurity
- ▲ Frustration
- ▲ Boredom





# Physical Environment

- ▲ Conference facility
- ▲ Table configuration, size, and seating arrangements
- ▲ Distance between negotiators
- ▲ Relative elevation of the negotiators
- ▲ Visual aids

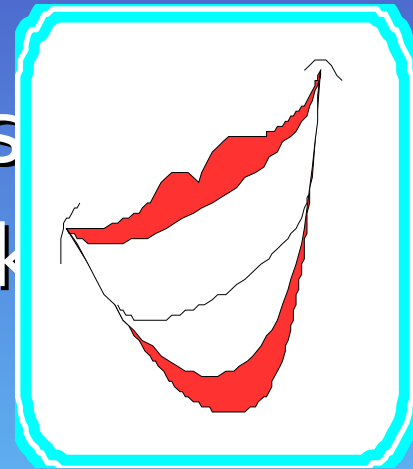
# Personal Appearance

- ▲ Dress for success
  - appear as you would for a new job interview
- ▲ Affects credibility and bargaining position
- ▲ Perception more important than reality
- ▲ When you look good, you will generally
  - feel good
  - perform better



# Voice Sounds

- ▲ Inflection, pronunciation, volume, and speed
- ▲ Speak in a confident, articulate and persuasive manner
- ▲ Avoid harshness/tentativeness
- ▲ Listen for how words are spoken



# Handshake

- ▲ Initial handshake most important
- ▲ Reinforce with other positive nonverbals

